

IDS Form PTO/SB/08: Substitute for form 1449A/PTO			<b>Complete if Known</b>		
<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>  (Use as many sheets as necessary)			Application Number	09/704,838	
			Filing Date	November 1, 2000	
			First Named Inventor	Richard E. Sloan	
			Art Unit	3694	
			Examiner Name	Apple, Kirsten Sachwitz	
Sheet	1	of	11	Attorney Docket Number	10761.0183-05

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Examiner Initials	Cite No.	Document Number	Issue or Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code <sup>2</sup> (if known)			
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				Attorney Docket Number	10761.0183-05

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		Country Code <sup>2</sup> Number <sup>4</sup> Kind Code <sup>5</sup> (if known)				
	62	JP 100-93729	09-01-1996	Yoshikawa		Abstract
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				Attorney Docket Number	10761.0183-05

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**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**

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Sheet	4	of	11	Application Number	09/704,838
				Filing Date	November 1, 2000
				First Named Inventor	Richard E. Sloan
				Art Unit	3694
				Examiner Name	Apple, Kirsten Sachwitz
				Attorney Docket Number	10761.0183-05

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**INFORMATION DISCLOSURE  
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				Application Number	09/704,838
				Filing Date	November 1, 2000
				First Named Inventor	Richard E. Sloan
				Art Unit	3694
				Examiner Name	Apple, Kirsten Sachwitz
Sheet	8	of	11	Attorney Docket Number	10761.0183-05

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<b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>				<b>Application Number</b>	09/704,838
				<b>Filing Date</b>	November 1, 2000
				<b>First Named Inventor</b>	Richard E. Sloan
				<b>Art Unit</b>	3694
				<b>Examiner Name</b>	Apple, Kirsten Sachwitz
				<b>Attorney Docket Number</b>	10761.0183-05
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<b>Sheet</b>	9	<b>of</b>	11		

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				Art Unit	3694
				Examiner Name	Apple, Kirsten Sachwitz
				Attorney Docket Number	10761.0183-05

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<sup>1</sup> The search report for PCT/US02/25488 (WO 03/17040) cited, as an "X" document, on June 23, 2002, a press release, "Webline Communications Unveils New Customer Interaction Software Suite for Enabling Interactive E-Commerce and Customer Service", Business Wire; New York; Apr 20, 1999, pages 1-3. It is suspected that the reference was mis-cited by the PCT search organization, because a press release of the same title and from the same source but of a different date (August 16, 1999, not April 20, 1999) was found. The August 16, 1999, press release is attached.

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				Art Unit	3694
				Examiner Name	Apple, Kirsten Sachwitz
				Attorney Docket Number	10761.0183-05

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Examiner Signature	/Kirsten Apple/	Date Considered	05/23/2010
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